



Registration

Registrations must be received by
February 11, 2019.

Use one of the following methods to register 5th or
6th grade students:

Electronic: - <https://extension.unl.edu/statewide/nerec/northeast-nebraska-4-h-0/> Look for Secrets of Service on the Job link, click Registration, complete and Submit by Email at the top of the form.

Hard Copy: Download the registration file from the web site, type, print, and mail hard copies to:



Secrets of Service on the Job
Nebraska Extension-Madison County
1305 S 13th Street
Norfolk, NE 68701

The Secrets of Service program is limited to
80 students per day.
Registration cost is \$5 per student and teacher/adult.
Each person will need to provide their own sack lunch.



Sponsors

4-H and Nebraska Extension

Nebraska Extension is a Division of the Institute of Agriculture and Natural Resources at the University of Nebraska-Lincoln cooperating with the Counties and the United States Department of Agriculture.

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Secrets of Service on the Job



February 20, 21 or 22, 2019

Nebraska Extension-Madison County
1305 S 13th Street
Norfolk, Nebraska



Teachers

You and your fifth or sixth grade students are invited to attend “**Secrets of Service on the Job**” on February 20, 21 or 22, 2019 at the Nebraska Extension-Madison County office, 1305 S. 13th Street, Norfolk, NE.

“**Secrets of Service on the Job**” is an interactive entrepreneurial education program which is part of community vitality and is designed to enable youth to develop knowledge and life skills. The workshop will teach the importance of customer service in the workplace and responsible ethical behavior needed in the community and on the job.

The program is designed to:

● Enhance “Secrets of Service on the Job.”

- * **S** - See it from the customer’s point of view
- * **E** - Enjoy helping others
- * **R** - Respond courteously
- * **V** - Volunteer your ideas
- * **I** - I can make a difference
- * **C**- Customer is always right
- * **E** - Every detail matters

● Develop Entrepreneurial skills:

1) Marketing; 2) Promotion; 3) Design; 4) Buy/sell a product

● Explore careers and enhance vitality of community;

Schools must bring **one adult** to work with every **ten students or portion of ten students**. Teachers/adults will work with students to develop a business plan that will be implemented throughout the day. It will be an exciting educational day for all involved.

School Standards addressed in this program:

Social Studies: 4.8, 4.9, 8.3.5

Reading/Writing: 4.3.1

Math: 4.1.5

Family & Consumer Science: FCS 06-12.11.1



Agenda



- 8:45-9:10 Registration
- 9:15 Secrets of Service in the Community
- 9:30 Business Roles Seminar
- 10:00 Work Time: Planning Your Business
- 10:15 Advertising Seminar
- 10:30 Work Time: Develop an Advertising/Marketing Plan
- 10:45 Pricing Seminar
- 11:00 Work Time: Pricing your Property
- 11:30 Business Lunch (Bring your own)
- 12:00 Work Time: Finish Business Plan
- 12:20 Pricing
- 12:30 Set up Store Fronts
- 12:40 Shift A Gets Money
- 12:45 Mall Opens (Half Consumers/Half Employees)
- 1:00 Shift B Gets Money
- 1:05 Mall Opens (Switch! Half Consumers/Half Employees)
- 1:20 Profit/Loss Final Report Work
- 1:45 Review and Discussion
- 1:55 Service Sightings
- 2:00 Career Exploration
- 2:15 Dismissal